Charter Mark Schemes

2971. SHRI B.K. HARIPRASAD:
SHRI KAMAL AKHTAR:

Will the PRIME MINISTER be pleased to state:

(a) whether Charter Mark Schemes for assessing the efficiency of public governance are in operation in UK, Malaysia and Australia;

(b) if so, whether Government have proposed to launch a Charter Mark Scheme aiming at good governance by all public dealing departments under various Ministries;

(c) to what extent this proposed scheme differs from the citizens' charter now in operation under many Ministries and Departments; and

(d) by when this new scheme is to be launched?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI SURESH PACHOURI): (a) Yes, Sir. Charter Mark or similar schemes to recognize and encourage excellence in public service are in operation in UK, Malaysia and Australia.

(b) and (c) A framework to evaluate and benchmark quality of service delivery by Government organizations has been developed by the Department of Administrative Reforms and Public Grievances with a view to eventually awarding a mark of excellence (Sevottam, *i.e.* Seva-Uttam) to individual Ministries/Departments and offices of Government that demonstrate excellent performance on the following parameters that are considered critical for citizen centric governance:—

(i) Effective implementation of Citizen's Charter;

(ii) Public grievances redress mechanisms; and

(iii) Benchmarking service delivery from citizen's perspective.

While the Citizen's Charter is a commitment of the service provider to improve the quality of public services in order to provide an accountable and citizen friendly governance, the proposed framework would evaluate to benchmark performance on these three parameters.

(d) While the implementation has already begun in selected Departments/ organizations keen to improve service delivery, the Sc heme will be phased over the next two years.